

## **BANK IMPOSTER SCAMS**

### **FRAUD TIP FRIDAY: FEBRUARY 24, 2023**

A scammer contacts you pretending to be from your bank. Spoofing technology allows them to easily disguise the number on your caller ID. Sometimes they first send a text and then call shortly thereafter. They often know a bit of your personal, account, or card information, which could have been taken from social media, public records, or a data breach. We feel that card breaches are the most likely source based on the information they generally know.



Typically, they say that they've flagged suspicious card activity (often around \$500.00) and that they can help. They can send you a new card if you'll just provide some of your personal information and OH WAIT – it looks like your online banking may also be compromised. But they can help with that, too. To verify your identity, they'll need you to verify your username and password, and then they'll send you a series of texts. They tell you that you just need to provide those codes back to them to prove it's really you. (This is where they get you - those are Ooba security code texts that the system is sending to the device on file while they are actively attempting to hack into your online banking.) And if you give them 2-3 codes, it will be enough for you to lose up to \$500.00 in seconds. The caller may occasionally also ask for things like your account numbers or SSN so that they can also steal your identity while they're at it.

#### **So what can you do?**

- **Don't automatically trust caller ID! If you receive a suspicious phone call, don't answer or hang up immediately. If the caller claims to be from your bank's fraud department, tell them you'll call back. If you receive a suspicious text, don't respond. Then contact your bank directly, using verified, legitimate sources like phone numbers listed on the bank's website or app, before taking any further action.**
- **NEVER share your account numbers, SSN, username, password, or Ooba codes with someone who randomly calls you requesting it. Legence Bank will NEVER ask you for your security codes! You should only get Ooba codes as a result of an action that you yourself have initiated, like when YOU are actively logging in or YOU are moving money. We don't have the capability to generate codes at will to verify identity.**